

[CEO Briefing Note]

[SOUTHEAST HOUSING CO-OPERATIVE LTD]

[December 2015]

A briefing note on actual current procedures and practices of the SouthEast Housing Co-operative Ltd with the purpose of recording co-operative memory – the prerequisite to the create of new memories.

The brief is in alphabetical order – Board, Branding, Communications, Growth, Manuals, Members, Partnerships, Properties, Services, Staffing, Succession and Surveys.

There are 2.6 million cooperatives, 250 million employees, 1 billion members throughout the world. In this worldwide movement there are over 210,000 housing co-operatives with more than 18 million properties and 27 million members. Co-operatives, then, are not a niche, old fashioned or fringe model of doing business.

What is the goal of co-operation? It is about the ethical values of honesty, openness, social responsibility and caring for others. It is about the co-operative values of self-responsibility, democracy, equality, equity and solidarity. Co-operatives are based on a virtuous circle of social goals, competitive advantage and commercial success.

Cooperative Housing around the World (2012) observes that housing cooperatives take three main forms: rental, limited equity and market value. They can also vary in the type of buildings they own and manage, from high rise buildings to single family homes and from urban to rural locations. Housing cooperatives also use different financial mechanisms dependent upon the economic and political realities that surround them. But above all, they share one fundamental element: the members collectively own and/or manage the housing in which their members live. It is not just another place to stay; it is home.

While SouthEast is a co-operative, it is necessary to:

Understand the nature of co-operative values and principles

Share a common understanding of co-operative values and principles

Understanding how co-operative values and principles can and should underpin the business of the co-operative

Examine ways that SouthEast can apply values and principles

Understanding how SouthEast is currently applying co-operative values and principles

Examine how SouthEast could further apply co-operative values and principles

Board

The board meets monthly except in January of each year. The board has been committed to 11 meetings a year irrespective of agenda requirements. Each director is paid a \$100 attendance fee with the Chairperson paid an additional \$100. Caring and travel costs are also reimbursed. Directors are not paid attendance fees for attending committee meetings but are reimbursed for caring and travel costs. There are three committees – Business and Finance, Governance and Policy and Audit.

Agenda

The board agenda is usually emailed and mailed to directors a week before board meetings. The agenda and most attachments have been prepared by the Governance Officer.

The Financial Statements have been prepared by the bookkeeper and Finance Manager (previously the General Manager) and are usually submitted to a Business and Finance Committee meeting before going to the board. The Compliance Report is prepared by Dale Carroll and previously with the General Manager.

The agenda is previously emailed simultaneously to the Manager, Chairperson, the Secretary and Deputy Secretary about a week beforehand. The Manager and/or Chairperson may suggest changes to the agenda. Up to date neither the Secretary or Deputy Secretary have suggested changes to the agenda. The procedure could, of course, be changed with distribution first to the Manager before being distributed to the Chairperson, Secretary and Deputy Secretary.

Preview copies of the Financial Statements and Compliance Reports are not distributed in advance to the Chairperson, Secretary and Deputy Secretary. The Chairperson and Deputy Secretary, however, may be in attendance when the Financial Statements are considered at the Business and Finance Committee.

Decision Registrar

Av Decision Registrar records the decisions of the board. The Registrar was proposed and is maintained by the Governance Officer David Griffiths. The current Decision Registrar No 2 covers the period 25 January 2010 and 26 September 2014 – 62 meetings of the board. It is currently being updated.

Major Issues

Twice in recent years the Governance Officer has persuaded the board to adopt a calendar of major issues to be discussed by the board over a 12 month period. The previous General Manager did not pursue this and most of the major issues on the calendar were not addressed as scheduled and the board chose not to require adherence to the agreed schedule of major issues.

The 28 February 2015 board meeting, for instance, adopted the following Key Reports Calendar:

Date of board meeting	Major Report	Major Report	Major Report
28 February 2014		Submission to Senate Economics Committee	
28 March 2014	UK Co-operative College	CHFV White Paper	
02 May 2014	Complaints Report and Review	Tenancy Report and Review	
30 May 2014	Budget		
27 June 2014	MOU with CEHL	Housing Co-op Networking	
01 August 2014	Business/Strategic Plan		
29 August 2014	Annual Report – First Draft	First Street Development	
12 September 2014	Audit Report	Annual Report – Final Draft	
17 October 2014	GM Appraisal	Maintenance Report and Review	
14 November 2014	Financial Performance Report	Agency Annual Report for HR	Asset Report for HR

Governance

Meeting Frequency

The board is committed to meeting 11 times a year and this is provided for in the Rules of the co-operative. The board believes that monthly meetings are required to achieve a necessary level of accountability and transparency and, therefore, meeting less often would result in decreased accountability and transparency. In 2013 the board discussed the issue of fewer meetings and more flexibility in the Rules about the required number of meetings but preferred to maintain the status quo.

Mid-Year Report

The Mid-Year Report was first introduced in 2014 and presented to General Meetings of members in 2014 and 2015. The Governance Officer David Griffiths proposed the introduction of the Mid-Year Reports as an extra level of accountability and transparency to members. The reports were written by David Griffiths in liaison with the General Manager and submitted to the board for approval before going to a General Meeting.

Members in attendance were asked their views on 18 May 2015 about the Mid Year Report and the responses were 15 (41.66%) Very Good and 16 (44.44%) Good.

Minutes

Draft minutes are prepared by the Governance Officer and circulated to the Manager, the Chairperson, Secretary and Deputy Secretary for any corrections before being circulated with the agenda for the next board meeting. The draft minute of the board meeting of the 27 November 2015 was emailed, for instance on the 28 November 2015. Board minutes have not consistently been prepared and distributed the day after board meetings. In the past, the Manager and/or Chairperson have occasionally suggested changes to the minutes. Usually, however, the office bearers do not comment on the minutes but sometimes request changes at the next board meeting. . The procedure could, of course, be changed with distribution first to the Manager before being distributed to the Chairperson, Secretary and Deputy Secretary.

A Public Record of the Minutes is also prepared for publication on the SouthEast web site. The public Record is published after the board has approved the Public Record of the previous meeting. The development of a Public Record followed the Housing Registrar Intervention in 2012 and was recommended by CEHL as a practice of its own board.

Office Bearers

The Chairperson is annually elected at the Annual General Meeting. Other positions are appointed by the board. At the board meeting on 27 November 2015 directors were appointed to the following positions:

Deputy Chairperson - Debbie Dioguardi

Secretary - Greg Nolan

Deputy Secretary - Gayle Koubwere

Convenor, Business and Finance Committee - Tracey Hall

Convenor, Governance and Policy - Shirley Faram

Convenor, Audit Committee – Stephen Grange

Members, Governance and Policy – Jan Dickson, Debbie Dioguardi, Greg Nolan, Gayle Koubwere, Andrea Lee

Members, Business and Finance – Debbie Dioguardi, Gayle Koubwere, Stephen Grange, Andrea Lee

Members, Audit – Stephen Grange and Steve Kropf

Open Board Meeting

On the 27 March 2015 the board held an open board meeting for members. The proposal was initiated by Independent Director Steve Kropf. The board was disappointed as only one member attended with two other relatives of a resident. Nonetheless, the visitors did raise issues about board accountability and the SouthEast co-operative community – issues that individual directors have also raised in the past.

The board has not committed to a further open meeting but would like to ensure that at any future meeting only members attended.

Reports

Each board meeting has the following standard reports:

- Action
- Strategic Review
- Major Issues
- Committee Reports
- Other Business

Since 15 June 2015 the Acting Managers provided the board with brief written reports on external meetings attended on behalf of the co-operative e.g. meetings with DHHS on First Street and a CHFV Workshop on the Charter of Human Rights and Responsibilities. Prior to June 2015 the General Manager preferred to provide verbal reports.

The Acting Managers have also been providing verbal reports on operational outcomes e.g. air conditioners installed, smoke alarms inspected and installed and after hours emergency maintenance calls. The previous General Manager preferred not to voluntarily report on operational outcomes.

Tenancy Reports to the board provide a \$ figure for arrears. The data could be improved by expressing the % as a % of rent in arrears (e.g. 8%), the number of members in arrears, the range of amounts in arrears and periods of time in arrears. Reports could also include whether any directors were in arrears.

Submissions

Submissions are made by the co-operative to various public inquiries. Submissions are prepared by Governance Officer David Griffiths and usually go through the Governance and Policy Committee and, then, forwarded to the board for approval. A list of submissions follows:

2015

Security of Tenure

RTA Review

- Progressive Concessions
- Response to Re:Think Tax Discussion Paper (March 2015)
- 29 May 2015

Disappointing Affordability
Federal Labor Discussion Paper on Housing Affordability
1 May 2015

2014

[Draft Greater Dandenong Affordable Housing Submission](#)
[Revised Welfare Review Submission](#)

2012

[Victorian Government consultation on social housing](#)
[SouthEast Housing Co-operative Ltd submission](#)
[CEHL submission](#)

[Joint Rental Housing Co-operatives submission](#)

See also the following - Borderlands Full Report, Borderlands [Summary Report](#) and the [Joint Advocacy document](#).

[Community Housing Federation of Victoria submission](#)

Senate Committee Inquiry into Co-operatives, mutual and member-owned firms 30 October 2015.

Training

The board has consistently sought whole of board training opportunities:

Joseph Connellan 27 May 2015

David Griffiths, Co-operatives National Law, 24 October 2014

Steve Kropf, Strategic Review, 13 March 2015

Cathy Whelan, Governance, 24 May and 5 July 2013

Chris Cooper (Co-operative College, UK) Board Skills Audit, 2013

Chris Cooper (Co-operative College UK) Board Skills Audit 2 and 9 November 2012

Branding

A co-operative's branding must be based on defining the difference between a co-operative and other types of business – otherwise it is either pretending not to or should not be a co-operative.

Victoria's rental housing co-operatives are aware of the invisibility of housing co-operatives and, therefore, decided to commission a report on the sector.

“Co-operative Rental Housing – a neglected housing option in the midst of a housing crisis” – is an investigation into the economic, social and psychological benefits of housing co-operatives. The report was commissioned by the Victorian Rental Housing Co-operatives sector and launched on Tuesday 27 November 2012.

The report was written for Victoria's rental housing co-operatives by the Borderlands Co-operative and argues that co-operative housing should be considered an essential part of a sustainable social housing system and available as part of the range of housing options available to Victorians.

As well as the Main Report, a Summary Report and Advocacy document based on the research were also launched.

[Borderlands Report Executive Summary](#)

[Borderlands Full Report](#)

[Rental housing co-operatives... an essential option in a renewed social housing system](#)

With the launch completed, there was no follow-through by Victoria's rental housing co-operatives.

On 27 September 2012 a workshop was organised with Melina Morrisson, Sommerson Communications & Media, on branding/communications. While most directors were unavailable for the workshop, the notes were distributed to all directors. Melina is currently the Chief Executive Officer of the Business Council of Co-operatives and Mutuals. The Workshop coverage included:

Name the problem

Name the solution

Produce the manifesto

Make it arresting

Know thyself

What is the value proposition?

What is the difference/

KISS

How?

Peak bodies

Taking it to the next level

Audit your skills

In 2015 preliminary notes on branding were presented to the board for consideration and further development by the Governance and Policy Committee. The plan was for GP to address inter alia:

- An objective
- The target market
- A message
- A desired/possible outcome
- A process

As a contribution to branding, since June 2015 the following have been initiated and completed:

The production of SouthEast banners

The development of a SouthEast presentation folder

The commissioning of a SouthEast show bag with Hamilton Community Centre.

The .coop domain and Co-operative Marque are symbols of the global co-operative movement and our collective identity. Together they help differentiate between a co-operative and investor or privately-owned business.

The United Nations support for an International Year of Co-operatives (IYC) in 2012 galvanized the global movement across every region and every sector uniting co-operatives behind a single logo and tagline. The International Co-operative Alliance is keen to build on the success of the International Year and has developed a global co-operative identity that ALL co-operatives can align with and which differentiates us from other forms of business.

As at 31 October 2015 there were 1449 co-operatives in 103 countries using the Coop Marque. This included the following 20 Australian co-operatives:

Australia	888 Antipodean Order of Froth Blowers Ltd
Australia	Business Council of Co-operatives and Mutuals
Australia	Capricorn Society
Australia	Citizens Cooperative
Australia	Co-operative Bulk Handling Limited (CBH Group)
Australia	Co-operative Federation of Victoria Ltd
	Dandenong Harmony Community Managed Co-operative
Australia	Ltd
Australia	Dunroamin Housing Co-operative LTD
Australia	Flame Tree Community Food Co-operative Ltd
Australia	Hairdressers Co-operative Society Limited
Australia	Hastings Co-operative

Australia	National Health Co-op
Australia	Northcote Rental Housing Co-operative
Australia	Planet X Housing Co-Operative Ltd
Australia	Resource Work Cooperative
Australia	South East Housing Co-operative Ltd
Australia	The Co-op
Australia	The Co-op Heart of the Barossa
Australia	The Loft Cooperative Ltd
Australia	Union Cooperative Society

Four of the 20 co-operatives are housing co-operatives. SouthEast uses the Marque on its web site, the Housing Futures newsletter and other publications. SouthEast was an early adaptor of the Marque. As at 6 January 2014 there were four Australian co-operatives registered to use the Marque – the Business Council of Co-operatives and Mutuals, Co-operative Federation of Victoria Ltd, Citizens Co-operative and SouthEast.

SouthEast uses the Marque on its web site, the Housing Futures newsletter and other publications as well as agenda and minutes of meetings.

The global Co-operative Marque was launched in 2013 - the first significant change in the visual identity of the co-operative movement in almost 100 years. It is a clear signal that the co-operative form of enterprise is professional, contemporary and business-like.

Our objective is to create a new image that will become the new global co-operative visual identity, used to provide a 'promotional umbrella' and 'unity of purpose' for the global co-operative movement. Led by the core values and brand proposition, the visual identity comprises:

- a logo known as the "Co-operative Marque"
- the slogan "Co-operative enterprises build a better world"
- a font and a colour palette - comprising seven colours
- signature images - a range of seven photographs symbolising the co-operative values and principles across sectors and regions

The website Building a Better World Now is a joint initiative of the International Co-operative Alliance and Howard Brodsky, Chairman and CEO of CCA Global Partners, and is designed to promote the cooperative identity.

[The Communicators Guide to Cooperative Identity](#) is practical guide was produced by Domains.coop, a subsidiary of the International Co-operative Alliance. First launched during the International Summit of Cooperatives in 2014, it was revised and updated in 2015. Working with the Co-operative News, it brings together expert advice and shared experiences from around the world on the importance of showing your cooperative identity. The guide is aimed at marketing and communications staff, and is available in [English](#), [French](#) and [Spanish](#).

In 2014, during the International Summit of Cooperatives, the Guy-Bernier Chair in Cooperative Business presented the study [*The Cooperative Nature: An Overview*](#). This study, conducted with 4,000 people from ten countries, identified the practices associated with the values and principles of the cooperative movement: openness, commitment to the community, democratic practices, profit sharing among the members, etc.

Since then, the Guy-Bernier Chair has worked on the development of a cooperative image barometer. This project, conducted in collaboration with the Lyon 3 Research Chair on Cooperation, was presented at the Alliance's Global Conference last November in Turkey.

As a contribution towards branding, since June 2015:

The newsletter and other publications have adopted a similar format.

The production of SouthEast banners.

The development of SouthEast presentation folders.

The commissioning of a SouthEast show bag with the Hamilton Community Centre.

After 15 June 2015 the board agreed to become a Foundation Member of the new Community Housing Industry Association.

Communications

AGM Update

The AGM Update was published monthly between August and November 2015 as an experiment to increase interest in the AGM on 16 November 2015. The AGM Update was well-received by members as evidenced in the AGM Member Feedback Survey on 16 November 2015.

Given the success of AGM Update, consideration could be given to a General Meeting Update to be published between February and May prior to usual May General Meeting.

Annual Report

For the last four years the co-operative has worked to increase accountability and transparency to members through the Annual Report.

A priority could be to collect better data on SouthEast services now for the 2015-2016 Annual Report.

The 2014 – 15 Annual Report included the following new features:

Compliance Services

Maintenance Services

Membership Development Services

Tenancy Services

Surveys

Photo Galleries - Co-operative Community, Co-operative Democracy and Co-operative Homes

The Annual Report is written by the Governance Officer in liaison with the Manager and with substantial input from other staff. The Financial Statements are prepared by the Auditor in liaison with the Finance Manager

Until five years ago the Annual Report was prepared by the General Manager and distributed to members. The annual Report was not considered by the board. Governance Officer David Griffiths argued that the Annual Report should be considered by the board as a basis for the board owning the report. The general Manager Ian McLaren and 6the board agreed and drafts of the report are considered by the Governance and Policy Committee and the board before being issued to members.

At the AGM on 16 November 2015 members in attendance were asked to rate the Annual Report:

Annual Report

53 (865.88%) of 61 members responded who attended the 16 November 2015 AGM responded as follows:

What is your overall view of the content of the Annual Report?

Excellent 18 (33.96%)

Very good 27 (50.94%)

Good 5

Neutral 1

Poor

Very poor No Answer 1

What is your overall view of the design of the Annual Report?

Excellent 22 (41.50%)

Very good 23 (43.39%)

Good 5

Neutral 1

Poor 1

Very poor No Answer 1

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Facebook

A Facebook Page was established in 2015.

This followed members in attendance at a 18 May 2015 General Meeting being asked should SouthEast establish a Facebook Page with 18 (50%) Yes and with 13 (36.11%) having their own Facebook Pages.

While a Facebook Page has been established, it has not been used.

Newsletter

The Housing Futures newsletter has been published since 2010. Since 15 June 2015 the newsletter has been substantially upgraded as reflected and reinforced in the August, October and November editions.

Since August 2015 the newsletter has also been distributed by email. to 31 bureaucrats, housing co-operatives, politicians and local media and 31 members. This followed a member in attendance survey on 18 May 2015 when 14 (38.88%) said they would like to receive information by email. Prior to this, the newsletter was primarily an internal publication with single copies provided to the Housing Registrar, the Department of Health and Human Services and Common Equity Housing Limited.

A member in attendance survey at a General Meeting on 18 May 2015 revealed the following support for the newsletter – 11 (30.55%) Very Good and 16 (44.44%) Good.

Late in 2015 the board decided that future issues of Housing Futures needed to be approved by the Governance and Policy Committee and subsequently by the board. This is why there has been no post-AGM Housing Futures. There were creative differences about the content of Housing Futures.

Twitter

SouthEast established a Twitter account on 3 April 2013.

<https://twitter.com/SEHCOOP>

Twitter use is conservative with new and/or updated article links from the web site.

	30 June 2013	30 June 2014	30 June 2015	04 December 2015
Tweets	82	204	257	281
Followers	170	372	493	528

How does the SouthEast Twitter account compare?

Organisation	Tweets	Followers
AHURI	975	1670
Voice of the Homeless	514	749
National Shelter	299	730
Shelter WA	969	630
SouthEast	281	528
CCH – housing co-op peak UK	367	283
ACT Shelter	449	275
ICA Co-op Housing	209	120

Web Site

The SouthEast web site was established on 3 June 2012. <http://www.sehc.org.au>

Web site statistics for the period:

3 June 2012 -30 June 2013, 1 July 2013 – 30 June 2014 and 1 July 2014 – 30 June 2015.

	2012- 2013	2013 - 2014	2014-2015	2015- 2016 at 04 Dec 2015	2012-2015 at 29 Nov 2015
Visitors	2012	2642	4369	2405	11428
Visits	2966	3400	5268	3034	14668
Page Views	11, 287	10512	13,878	7077	42754

The most popular pages since the establishment of the site include the following:

Page	number of Visits
Procedural Motions	595
Gallery	435
Housing Registrar	410
Mission	419
Public Records	317
Services Charter	283
Web Site Stats	268

Web site statistics are published on the site and are regularly updated. It is not usual to publish web site statistics. They have been published as an example of accountability and transparency. The board has not discussed whether the web site statistics should be published. The statistics are minimally used to monitor visitors and visits and, in particular, pages that are visited.

The web site is progressively attracting increased numbers of visitors, visits and page views particularly from 2014. This increased traffic is attributable to the housing-related news on the site e.g.

[**OXFAM - Climate Change and Inequality Link**](#)

[**Australia's Top 100 Co-operatives and Mutuals**](#)

[**Australia's First Rental Affordability Index**](#)

[**SouthEast 15th Anniversary Annual General Meeting**](#)

[**Victoria's Security of Tenure Consultation**](#)

[**SouthEast Annual Report 2014-2015**](#)

[**ACOSS, THE GST AND FAIRNESS**](#)

[**What will have changed?**](#)

In comparison, other housing co-operative web sites (e.g. United Housing, Northcote Rental Housing Co-operative and CEHL) have limited information, are internally-focused and are not updated regularly. A decision could, of course, be made to adopt the pattern of the other housing co-operatives and a rationale could be provided for this change.

Members in attendance on 18 May 2015 were asked their views of the SouthEast web site with these results 9 (25%) Very Good and 5 (13.88%) Good. These figures need to be context of members who have not visited the web site and, therefore, 11 (30.55%) Don't Know and a further 8 (22.22%) who did not answer the question.

YouTube

SouthEast published three SouthEast films on You Tube on 28 February 2012. The films were commissioned as a contribution to IYC 2012.

Films	Link and Duration	Total YouTube views at 30 June 2013	Total YouTube views at 30 June 2014	Total YouTube views at 30 June 2015	Total YouTube views at 04 Dec 2015
The Other Way Home	http://youtu.be/9R4ZCACLgJE 12m 41s	1387	1550	1636	1667
The Trailer	http://youtu.be/z1Y813L-xR4 2m	1024	1072	1099	1122
Advertorial—Co-operation Works	http://youtu.be/x59NDnT3apo 30s	954	988	1011	1018
Total Views		3365	3610	3746	3807

Growth

There are currently two growth initiatives. As a registered housing provider SouthEast is allowed to growth its portfolio but not significantly as community housing growth is based on the registered associations. SouthEast will not be permitted to become a registered housing association.

Negotiations were led by the former General Manager and with the Acting Managers from 15 June 2015.

First Street

First Street is a proposed redevelopment of a DHHS owned and SouthEast managed property – involving the construction of three new units.

The idea for redeveloping site was proposed by Jim

The original proposal was that SouthEast would own at least two of the dwellings while DHHS remained in ownership of the land and perhaps one property.

Plans for the redevelopment were prepared for SouthEast by the Common Equity Housing Limited and a permit obtained from the Kingston Council.

Letters sent to the Liberal Minister for Housing Wendy Lovell (30 July 2014) and the Labor Minister for Housing Martin Foley (11 December 2014) by the General Manager were ignored.

Another letter was sent to Minister Foley on 6 July 2015 and this generated a response from the Minister on 3 August 2015. Prior to receiving the Minister's letter at a meeting on 21 July 2015 DHHS

It was not until after June this year that DHHS made a decision for the development to proceed but on a different basis – DHHS would construct the dwellings and SouthEast would manage the subsequent rental properties.

Two subsequent meetings between DHHS and SouthEast have discussed the development of First Street. There is agreement on both accessibility and sustainability provisions for the development. Accessibility has always been a given but the Acting Managers have pushed hard for sustainability e.g. energy efficiency and solar panels. This has been strongly supported by the board.

An outstanding issue is the SouthEast financial contribution to the development. Potentially, SouthEast is setting aside \$322,000 for the development but has advised DHHS of an indicative contribution of \$100,000,

The next meeting between DHHS and SouthEast will be early 2016.

City of Greater Dandenong

Discussions were initiated with the Greater Dandenong Council in 2014 about affordable housing.

The *Greater Dandenong Housing Strategy 2014-24* was released by Greater Dandenong with the policy framework and direction to plan for the sustainable supply of housing. This will ensure the current and future housing needs of Greater Dandenong residents are met.

Download [Greater Dandenong Housing Strategy 2014-24 \(PDF - 4.45MB\)](#)

An extensive research and consultation program has guided the development of the strategy, involving local developers, housing associations, government agencies, local residents and local community services.

Governance Officer David Griffiths was responsible for this initiative – proposing to the then General Manager Ian McLaren that he make contact with a councilor known to be interested in affordable housing. It was David who also located the White Foundation as a possible source of funding.

The first formal contact was on the 30 June 2014 when the General Manager met with Cr. Roz Blades.

In September 2014 SouthEast forwarded a submission on the Greater Dandenong Housing Strategy. It was one of only 13 submissions and SouthEast was the only housing agency to make a submission. The submission was prepared by Governance Officer David Griffiths and approved by the board.

Subsequently, the [Greater Dandenong Housing Strategy 2014-24 Action Plan \(PDF - 598KB\)](#) was released and this included two key commitments:

Achieve a wide choice of well-designed, high quality affordable housing in appropriate locations to meet current and future needs.

Continue to support vulnerable households experience housing stress.

Subsequently, brief dot point expressions of interest about affordable housing initiative were forwarded by the General Manager to both the White Foundation and the City of Dandenong in March 2015. These were prepared by the Governance officer David Griffiths.

A formal presentation was made to the Housing Strategy Implementation Group on the 5 August 2015. CEHL assisted in developing the presentation and attended the briefing with the Housing Strategy Implementation Group. SouthEast was represented at the presentation by Dale Carroll, Joy Haines and David Griffiths. The involvement of CEHL has been essential because of their experience with large housing developments – including local government.

SouthEast is currently expecting the Council to call a meeting when it is ready to move forward with a pilot project.

City of Greater Dandenong

<http://www.greaterdandenong.com/document/22281/greater-dandenong-housing-strategy-2014-24>

Peter & Lyndy White Foundation

<http://www.plwf.org.au/>

Knox Council

SouthEast director Debbie Dioguardi alerted the co-operative that Knox Council was calling for nominations to the Knox Affordable Housing Advisory Committee. SouthEast nominated and the nomination was accepted. The first meeting of the committee was scheduled for 19 November 2015 but this was cancelled due to the number of apologies and the first meeting will now be early in 2016. David Griffiths has been invited and accepted to join the Committee but this could be changed.

The purpose of the Committee is to provide overall strategic input into the development, implementation, monitoring and ongoing refinement of the [Knox Affordable Housing Action Plan 2015-20](#).

The objectives of the Committee are to:

- Inform Council policy and strategic direction in relation to affordable housing issues via the Knox Housing Advisory Committee;
- Identify emerging issues and priorities in relation to affordable housing and report these to the Knox Housing Advisory Committee with any recommended change to the Knox Affordable Housing Action Plan 2015-20 as part of periodic reviews;
- Provide an opportunity for organisations and individuals with an interest in affordable/social housing to share information and collaborate;
- Identify relevant funding sources and opportunities to support the implementation of the Knox Affordable Housing Action Plan; and
- Provide feedback on issues referred by the responsible Council officer(s) or Council.

Community members participating on the Committee:

- Have an understanding of affordable and social housing issues in Knox;
- Are able to represent the Knox community on issues relating to affordable and social housing activity; and
- Have an appreciation (understanding) of the Knox community, and the range of social, economic and environmental issues that impact upon the community.

A maximum of ten members are included from the following areas/groups:

- Community members with an interest in affordable/social housing;
- Consumer representatives (tenants, service users of affordable housing services, etc);
- State Government representatives;
- Not-for-profit community housing representatives;
- Affordable/social housing industry representatives; and
- Other areas/groups relevant to affordable/social housing.

Other Options

There are two internal growth options – redevelopment and downsizing.

Redevelopment: First Street is a redevelopment following the departure of a tenant – redeveloping a site with increased number of dwellings from one to three and, therefore, providing more affordable housing. SouthEast has more properties that could similarly be redeveloped but this would primarily depend on tenant members voluntarily leaving these properties and/or agreeing to redevelopment.

In 2012 the co-operative board allowed the then Manager to issue a new lease to members that required the signing of an attachment that would allow the co-operative to redevelop their properties. Tenant members objected and the Housing Registrar intervened and the co-operative was forced to properly consult with members and the result of which was that a new lease was developed by board directors, staff and tenant members and subsequently adopted at a General Meeting of members.

Downsizing : Downsizing is when members agree to downsize from a larger property to a smaller property that allows larger families to move into their old properties. A few members have downsized in recent years. Members who agree to downsize are eligible for up to \$2000 to cover the costs involved in moving from a larger to a smaller property e.g. carrier costs, telephone reconnection etcetera. A downsizing policy was adopted at a General Meeting of members on While the board encourages members to downsize, it is recognised that downsizing is a voluntary decision. The adopted policy follows:

Introduction

All members of SouthEast have a right to affordable housing within the co-operative. This right, however, is not a right to a particular house if the personal circumstances of members change.

Members retain a right to housing and leases provide a legal right to the tenancy of a particular properties provided the tenants abide by the requirements of the Residential Tenancies Act.

The purpose of this policy is to outline the approach of the SouthEast Housing Co-operative Ltd to downsizing i.e. the basis upon which members move to a smaller sized house.

Downsizing, however, is only achievable when smaller sized properties are available and SouthEast at present does not have any properties to provide the opportunity for interested members to downsize. The First Street Development will, however, provided this opportunity and members will have a first option to move to these properties when available.

Context

SouthEast is committed to providing more accommodation options for existing members and to assist more people requiring secure and affordable housing through **(a) owning and managing additional properties and (b) maximum utilisation of existing properties**. SouthEast will investigate and actively work towards the expansion of the number of properties under its management as an asset management strategy.

This may involve purchases, future merger opportunities, partnership arrangements with like-minded non-profit organizations, tendering for specific program funding or taking business opportunities to increase the agency's income.

It may also involve downsizing and upsizing opportunities for members. As a co-operative, however, SouthEast is committed to the principle of voluntary membership. Co-operation can only be a voluntary activity and it cannot be based on any form of compulsion. This does not mean, however, that members are free of obligations but must share a common bond and obligation to the co-operative as expressed in the Rules of SouthEast. It means, for example, that Southeast is opposed to the introduction of any under-occupancy tax which would either force members to pay more or leave.

Houses are allocated to members on clear criteria with the housing size appropriate for a household determined by the following principles consistent with DHS Policies

Siblings of different genders are not required to share a bedroom

Family members or residents 18 years and over are entitled to their own bedroom

Where medical documentation is provided that states that an additional bedroom is required, SouthEast will endeavour to meet that requirement.

Children who are the same gender are able to share a bedroom if there is less than a five year age gap between them.

Over time, however, initial housing allocations are no longer appropriate as the composition of a family changes and members are in a situation of under-occupancy. If appropriate downsized properties are available, then, members are encouraged to downsize to smaller properties and financial incentives are provided to encourage downsizing. A decision to downsize, however, is voluntary and members are not required to downsize.

It is the policy of SouthEast that members should voluntarily downsize if their house no longer meets the eligibility requirements that were current when the house was originally allocated.

It is recognised, however, that this is a stressful expectation if a member has been in a specific house for a long period of time. This policy preference for downsizing is conditional, however on the following considerations:

1. Voluntary choice of a member to downsize.
2. The availability of appropriate properties for downsizing.
3. Properties that members downsize to should be at a minimum equivalent in or better conditions to the property moved from.

4. Members have a right to be downsized in their neighbourhood (If this is their preference).
5. Sufficient funds are available to compensate a downsizing move.
6. Addressing downsizing concerns of members such as - Family or friends, retail facilities and health accessibility.

Information is critical to an informed decision on downsizing

Downsizing amongst older Australians was an AHURI project in 2011. The project measured the extent of downsizing amongst older Australians (over 50 years of age), who is doing The study involved analysis of relevant ABS data and a national questionnaire survey of 2819 older people who had moved since turning 50 years of age.

Forty-three per cent of survey respondents who had relocated had downsized. Around half had downsized or moved only once since turning 50 years of age, and a little under a third had moved more than twice.

Downsizers were found to be marginally more likely to be older, female, single, living in one-person households, fully retired as opposed to working, and dependent upon either superannuation or the full Age Pension for their income. Compared to other movers, they were more likely to move into retirement villages, multi-unit or single storey dwellings. They were more likely to move locally rather than go elsewhere in the state or inter-state.

Motivations for downsizing were mainly matters of choice: the most common reason was a desire for a change in lifestyle, retirement, children leaving home and financial gain. Financial difficulty figured in relatively few cases and constraint was more to do with physical factors such as inability to maintain the home and/or garden.

Around three-quarters of respondents found the process of downsizing, or moving without downsizing, 'Fairly Easy' or 'Very Easy'. For the remaining quarter the key difficulties related to availability of suitable housing, its cost and affordability, and the suitability of its location. Negative outcomes were often associated with the financial arrangements of the retirement village loan/lease model due to unforeseen or escalating weekly/monthly fees, or the lack of capital gain inherent in the loan/lease model.

Possible specific policy interventions to address difficulties faced by some downsizers are canvassed. Specialised services to assist older people in the moving and downsizing process might include forward planning for housing and care needs, financial advice and assistance in the moving process. Downsizers could also benefit from improved information about housing choices and the practical aspects of downsizing. Finally, financial disincentives to downsizing, including those related to the purchase and transfer of housing (e.g. stamp duty) and eligibility for the Age Pension might be addressed.

SOURCE: <http://www.ahuri.edu.au/publications/projects/p70687#sthash.Ghg2cEe4.dpuf>

Sharing economy (also known as **shareconomy** or **collaborative consumption**) refers to peer-to-peer-based sharing of access to goods and services (coordinated through community-based online services).^[1] Sharing economy can take a variety of forms, including using [information technology](#) to provide individuals, corporations, non-profits and governments with information that enables the optimization of resources¹ through the redistribution, sharing and reuse of excess capacity in goods and services.¹ A common premise is that when information about goods is shared (typically via an online marketplace), the value of those

goods may increase for the business, for individuals, for the community and for society in general.

Collaborative consumption as a phenomenon is a class of economic arrangements in which participants share access to products or services, rather than having individual ownership. The consumer peer-to-peer rental market is valued at \$26bn (£15bn), with new services and platforms popping up all the time. **Airbnb** is a website for people to list, find, and rent [lodging](#). It has over 1,500,000 listings in 34,000 cities and 190 countries. Founded in August 2008 and headquartered in [San Francisco, California](#), the company is privately owned and operated by Airbnb, Inc. As of March 2015, Airbnb is raising a new round of funding that will place the company at a \$20 billion valuation. Key Airbnb statistics:

Total Guests

60,000,000+

Cities

34,000+

Castles

1,400+

Countries

190+

Listings Worldwide

2,000,000+

<https://www.airbnb.com.au/>

Manuals

There are two Manuals – a Member Manual and a Governance Manual. The Member Manual is adopted by General Meetings of members and, therefore, any changes are subject to resolutions adopted by members. The Governance Manual is adopted and changed by the board. Both Manuals are published on the web site.

The Governance Officer is reviewing both Manuals in terms of their consistency with the Victorian Governments Charter of Human Rights and Responsibilities. The Charter is applicable to SouthEast and there is a need to (a) ensure that existing policies promote and are seen to promote fairness and recognition of human rights (b) Ensure that procedures take and are seen to take these into account and (c) Have and be seen to have thorough recording systems that thoroughly document that human rights have been considered, Twenty fundamental human rights are protected in the Charter.

The two Manuals:

**Member Manual -
Rights and Responsibilities**
19 October 2012

Governance Manual – Part 1
April 2012

Governance Manual - Part 2
April 2012

There are two broader issues - the need to review the Manuals as a periodic exercise and whether or not to merge the Manuals.

Members

Members is what differentiates a housing co-operative from other housing agencies. The member tenants have a dual relationship as (a) tenants and (b) owners.

Key questions about the members of any co-operative are:

Is and how is the co-operative responsive to members?

Why does SouthEast need members?

What value do the members add to the co-operative?

How can members add more value?

How does a co-operative retain active members?

What added value can a co-operative provide to its members?

Do members hold the board to account?

Do directors fully understand their role?

Do directors have the skills, knowledge and understanding needed by the co-operative?

Aspects of member engagement include:

Co-operative recognition that tenants are also owners.

Co-operatives communicating with members.

Members using a co-operative's products and services.

Co-operative support and encouragement of member participation.

Co-operatives seeking and receiving member feedback.

Interaction with members.

Members attending General Meetings.

Members speaking at General Meetings.

Members participating in director election – standing and voting.

Following the Housing Registrar intervention in 2012, major decisions are routinely referred by the board to General Meetings of members for approval i.e. the board

develops a policy and submits this to a General Meeting of members. The process is democratic and consistent with co-operative values and principles. The board does not assume for itself the right to make major decisions without the approval of members. In recent years, the following major decisions have been referred to members at General Meetings:

- Complaints Policy
- Downsizing Policy
- Member Manual
- Services Charter
- Strategic Plan

The current Strategic Plan was adopted at a General Meeting of members on 18 May 2015. The Strategic Plan provides the following key features:

- The goals of the co-operative
- Priorities
- Effectiveness indicators for each goal

The Strategic Plan, then, is determined by members and the indicators for the co-operative also become the indicators for the Chief executive Officer.

Under Co-operatives National Law, the Rules of the co-operative are also subject to General Meeting approval.

The need to refer major decisions to General Meetings was most recently reaffirmed when the 17 November 2014 Annual General Meeting amended the Member Manual as follows:

1.3 ACCOUNTABILITY - MEMBER FORUMS / COMMITTEES

1.3.1 Organisation of Member Forums Reporting Mechanisms

1.3.1 Directors must disseminate information from the Board to General Meetings and members are encouraged make major decisions referred by the board and to receive the Annual Report, query and criticise the board.

Being democratically member controlled, member participation is critical to co-operatives. Some indicative figures of participation levels in voting are available for SouthEast and consumer co-operatives in Europe:

SouthEast/Country	% of members voting
SouthEast 92013)	22.64%
Canada Co-ops and credit unions (2002)	9%
Finland (2011)	25%
Germany (2011)	21 – 28%
Italy (2011)	0.5%
Norway (2011)	8%
Portugal (2011)	1 – 5%

European consumer co-operative participation rates sourced from Report on Members' participation in consumer co-operatives, Report 2011, Euro Coop

A lot of effort went into organising the 2015 AGM

The increased comprehensiveness, accountability and transparency of the Annual Report.

The AGM Updates issued monthly between August and November before the AGM.

The improved presentations by directors and managers at the meeting.
The band.

The scope and extent of prizes.

An emphasis on the 15th Anniversary.

These efforts led to the record attendance at the AGM and increased levels of satisfaction:

Annual General Meeting
Please indicate your response with a tick.

Q. Was the information circulated before the meeting?

Very Helpful 32 (60.37%)	
Helpful 17 (32.07%)	
Adequate 1	
Unhelpful	
Very Unhelpful	
Other (Please explain) No Answer 3	

Q. Was the presentation at the meeting?

Very Helpful 29 (54.7%)	
Helpful 16 (30.18%)	
Adequate 3	
Unhelpful	
Very Unhelpful 1	
Other (Please explain) No Answer 3	

Q. Was the discussion at the meeting?

Very Helpful 26 (49.65%)	
Helpful 17 (32.07%)	
Adequate 5	
Unhelpful 1	
Very Unhelpful 1	
Other (Please explain) No Answer 3	

Participation in General Meetings are relatively high compared with other housing co-operatives:

Date and Type	Members Attending	% of Members Attending
AGM 16 November 2015	61	38.37%
General Meeting 11 May 2015	39	24.52%
AGM 17 November 2014	50	31.45%
AGM 18 November 2013	38	23.9%
AGM 19 November 2012	52	32.70%
General Meeting 27 February 2012	40	25.15%
AGM 21 November 2011	43	27.04%

Partnerships

Our most important partnership is with Common Equity Housing Limited – a large housing association with over 200 housing co-operatives as members but a board that does not have a co-operative majority,

There is a Memorandum of Understanding between CEHL: and SouthEast. The original MOU was adopted by the board on 28 October 2011 and was encouraged by the Housing Registrar. A board meeting on 30 August 2013 agreed to renew the agreement with annual review. There has been no annual review in 2014 and 2015.

There have been considerable financial benefits for SouthEast because of the MOU e.g. CEHL pays one third of the rent and utilities for dedicated space and usage that is underutilised. There were also in principle discussions between CEHL and the former General Manager about the construction and/or purchase of a building in Dandenong which would mean rent payments would, obviously, become purchase payments. The board was familiar with these discussions.

Properties

SEHC manage 150 properties for the Director of Housing, these properties are mainly located in the following suburbs:-

Frankston

Oakleigh

Clarinda

Clayton

Croydon

Mooroolbark

Bentleigh East

Cheltenham

And consist of:

23 x 2 bedroom brick Veneer properties, 3 x 2 bedroom weatherboard properties.

82 x 3 bedroom brick Veneer properties, 16 X 3 bedroom weatherboard properties.

18 x 4 bedroom brick veneer properties, 7x 4 bedroom weatherboard properties.

1x 5 bedroom brick veneer properties

In addition to this SEHC own 10 x 2 bedroom brick veneer properties and are located in the following areas:

Noble Park

Frankston

Croydon

Cranbourne

All SouthEast properties have ceiling insulation batts or loose cellulose ceiling insulation.

Services

The co-operative has a commitment to improving services to members and over the last 12 months the following improvements have been introduced:

A smoke alarm inspection and, if required, replacement service.

A staff provided after hours emergency maintenance service,

The provision of air conditioners to 55 properties that have not had air conditioners.

SouthEast also has a Services Charter that was last amended at an Annual General Meeting on 17 November 2014:

Services Charter

Our Mission Statement

Our mission is to provide affordable, secure & financially and environmentally sustainable housing for people on low incomes in the south east of Melbourne who want to be part of housing co-operative.

Our Mutual Roles and Obligations

SouthEast and members are expected to be honest, fair, courteous, helpful and reasonable and to comply with the *Co-operatives Act*, the Rules, *Residential Tenancies Act*, *Privacy Act*, and SouthEast's Member Manual and the International Co-operative Alliance's principles.

Our Services

SouthEast is committed to security of tenure for all members and is also committed to accountability and transparency in service provision through:

- keeping the membership informed through the newsletter, General Meetings, Member Forums, our web site and other methods as required;
- consulting with members on significant matters affecting the co-operative and/or tenancy
- submitting significant changes to the co-operative and/or tenancy to a general meeting of members
- providing a high quality service which will be continually improved;
- notifying members in advance regarding inspections and trades people visits;
- developing, maintaining and publicly releasing organisational performance indicators
- endeavouring to answer requests on the spot and respond to enquiries within three working days; and having the office staffed **9.00 a.m.** to 5.00 pm during working days.

Our Members

We ask that our members accept the obligations of membership and the autonomy and independence of the co-operative through

- advising SouthEast in writing of any change in tenancy details;
- maintaining their property in good order
- paying rent on time
- not performing works at their property that are not in keeping with the requirements of the *Residential Tenancies Act* and the *SouthEast Member Manual*;
- letting us know if requiring an interpreter;
- being available at agreed times for inspections and trades people visits;
- understanding and respecting the legal compliance requirements of SouthEast
- attending meetings of members; and
- providing and completing all relevant SouthEast tenancy data information and all surveys **in a timely manner**.
- advise if you have a complaint, provide the date and times of the circumstances you wish to complain about and specify how you would like to see the complaint resolved.

For the Annual Report 2014-2015 services provided by SouthEast were grouped in the following categories:

Compliance Services
 Maintenance Services
 Member Development Services
 Tenancy Services

This was the first time that these categories were identified. It is obvious that future categorisation could be different as part of a branding/re-branding exercise.

Staffing

Each member of staff has a position description and will, of course, be able to speak about their responsibilities within the co-operative. There is a compelling affinity between members and staff with two rounds of applause for the staff at the 2015 AGM.

What follows, however, are some general observations.

Position Descriptions and Classifications

The Human Relations Manager of CEHL worked with the previous General Manager to create position descriptions for staff. This was paid consultancy work. This involved consultation with individual SouthEast staff. These were finalised mid-year 2015. After 15 June 2015 the Acting Managers engaged Jobs Australia to verify the classifications of each position. The CEHL HI Manager had recommended the use of Jobs Australia.

Legal advice has also been obtained on the employment status of the Governance Officer David Griffiths.

Performance Reviews

There has been no systematic and documented performance reviews of individual staff although this was a requirement of the General Manager.

Staff Meetings

Since the 15 June 2015 staff meetings have been organised on the Monday following board meetings so that staff could be informed of matters concerning staff. It has also been an opportunity for staff to raise any issues and queries.

Staff Lunches

There have been regularly staff lunches approximately monthly and these have been followed as an important contribution to team-building.

Succession

The board has for a number of years been concerned about succession planning and has been asked by the Housing Registrar to address succession. The need for succession planning was also identified in the Board Skills Audits undertaken by Chris Cooper in 2012 and 2013 – reflecting also what had been reported by directors.

The Rules of the co-operative were changed in 2013 to provide that the Chairperson could only serve for a two year period and could not, therefore, re-stand unless there were no directors who had served on the board for one year or more and/or were willing to nominate.

40 Election of the Chairperson of the board

- (1) The chairperson of the board is to be elected at a general meeting of the co-operative subject to the provisions of 40 (9) and (10)
- (2) A Returning Officer, nominated by the board, will call for nominations.
- (3) If there is one nomination, then, the Returning Officer will declare that person elected.
- (4) If there is more than one nominee, then, the election of the Chairperson will be conducted at the meeting by ballot.
- (5) All nominees are to be listed on the ballot form in alphabetical order.
- (6) The returning officer is responsible for determining the validity of and counting of the votes.
- (7) If there is an equality of votes, the outcome must be determined by lot.
- (8) The returning officer is to declare the election results.

(9) The Chairperson can be elected for two consecutive 12 month terms but is then not normally eligible to renominate for the next two years.

(10) To be eligible to be nominated for the position of Chairperson a director should have served on the board for a minimum of one year and has not served as Chairperson over the previous two years unless there are no directors who have served for one year or more or those directors who have served one year or more are not willing to nominate

33 Directors and election of directors (CNL ss173 & 179)

(1) The term of office of directors is to be not more than 3 years

(2) Directors can serve for a maximum of 6 years from the 17 November 2014 but are not then normally eligible to renominate for a further three year term unless there are members not willing to nominate for the available vacancies and in this circumstance a director who has served six years can renominate.

(3) The term of office of directors is to commence from the annual general meeting at which they are elected and ends on the day of the third annual general meeting thereafter.

The success of this framework, however, depends on directors willing to stand as Chairperson and members willing to stand as directors. For the 2015 AGM there was one retiring director who renominated and there were no other candidates.

The positions of Deputy Chairperson and Deputy Secretary were also created by a board meeting on 27 September 2013.

There was not a succession plan for the General Manager Ian McLaren when he took ill and subsequently died. The board had requested that there should be a succession plan e.g. a Deputy Manager. The board did not know that staff had recommended several times to the General Manager that an Assistant Manager should be appointed.

Surveys

In 2014-2015 82.6% of members were Very Satisfied or Fairly Satisfied with Maintenance Services. This is a slight fall from 84.88% in 2012-2013 but still remains above the tenant satisfaction levels reported by the Australian Institute of Health and Welfare.

SouthEast achieved 69% in 2010-11, 81.8% in 2011-2012 and similar agencies 83.5% in 2011-12. For 2012-13 on maintenance services 73 members (84.88%) were either Very Satisfied or Fairly Satisfied. The Australian Institute of Health and Welfare has just released the National Social Housing Survey: Summary of National Results. The level of satisfaction with maintenance was (a) day-to-day maintenance - public housing 71% and community housing 76% and (b) emergency maintenance -

public housing 77% and community housing 79%. The survey was mailed to a random sample which included 55,101 public housing and 17,570 community housing households. The response rate was 16% for public housing and 17% for community housing.

2014-2015 survey of members reported 93.33% were very satisfied or fairly satisfied with tenancy services.

In 2010-11 SouthEast achieved 79.3% and in 2011-12 89.4% with similar agencies achieving 90% in 2011-12. In 2012-13 90.80% (79) were either Very satisfied or Fairly Satisfied with Housing Services. No figures are available for 2013-2014. The Australian Institute of Health and Welfare reports that tenant satisfaction with services provided by housing organisations was (a) indigenous - public housing 56% and community housing 67% (b) non-indigenous - public housing 65% and community housing 74%. Satisfaction of 65% for public housing was down from 73% in 2010. Satisfaction of 74% for community housing was down from 79% in 2010

Members in attendance at the General Meeting on the 18 May 2015 were asked to rate the meeting in a brief survey and 36 members responded - 99.30% of those attending.

Was the information circulated before the meeting? Very Helpful 24 (66.66%) and Helpful 11 (30.55%)

Was the presentation at the meeting? Very Helpful 20 (55.55%) and Helpful 14 (38.88%)

Was the discussion at the meeting? Very Helpful 13 (36.11%) and Helpful 9 (25%)

Was the venue for the meeting? Very Good 28 (77.77%) and Good 6 (16.66%)

Was the location for the meeting? Very Good 24 (66.66%) and Good 8 (22.22%)

What is your overall rating of the meeting? Very Good 23 (63.58%) and Good 11 (30.55%)

At the General Meeting On the 18 May 2015 Communications Survey

There were 36 responses – 92.30% of members attending the meeting.

How would you rate overall the web site?

9 (25%) Very Good 5 (13.88%) Good 2 (5.55%) Adequate 1 (2.77%) Poor

11 (30.55%) Don't know and 8 (22.22%) No Answer

If only count those 17 members that rated the site:

9 (52.94%) Very Good and 5 (41%) Good

How would you rate the newsletter?

11 (30.55%) Very Good 16 (44.44%) Good 1 (2.77%) Adequate

7 (19.44%) No Answer and 1 (2.77%) Don't Know

Have you visited the SouthEast web site?

2 (5.55%) Yes Regularly 18 (50%) Yes Sometimes

15 (41.66%) No and 1 (2.77%) No Answer

Have you visited the SouthEast Twitter account?

2 (5.55%) Yes Sometimes

33 (91.66%) No

1 (2.77%) No Answer

How would you rate the Mid-Year Report?

15 (41.66%) Very Good 16 (44.44%) Good

1 (2.77%) Adequate

4 (11.11%) No Answer

Would you like to receive information updates from SouthEast by email?

14 (38.88%) Yes 18 (50%) No

3 (8.33%) Don't Know 1 (2.77%) No Answer

Would you like to receive information updates from SouthEast by text messages?

9 (25%) Yes 24 (66.66%) No

2 (5.55%) Don't Know 1 (2.77%) No Answer

Would you support SouthEast establishing a Facebook page?

18 (50%) Yes 12 (33.33%) No

5 (13.88%) Don't Know 1 (2.77%) No Answer

Do you have a web site?

3 (8.33%) Yes 33 (91.67%) No

Do you have a Twitter account?

3 (8.33%) Yes 32 (88.90%) No and 1 (2.77%) No Answer

Do you have a Facebook Page?

13 (36.11%) Yes 22 (61.11%) No and 1 (2.77%) No Answer

At the General Meeting On 18 May 2015 Community Survey

There were 37 responses to the Community Survey – 94.87% of those in attendance.

How would you rate SouthEast as a co-operative?

28 (77.77%) Very Good 6 (16.21%) Good
3 (8.10%) Satisfactory

How would you rate democratic decision making within SouthEast?

17 (45.94%) Very Good 16 (43.24%) Good
3 (8.10%) Satisfactory 1 (2.70%) Poor

How would you rate SouthEast as a community?

15 (40.54%) Very Good 13 (35.13%) Good
6 (16.21%) Satisfactory 1 (2.70%) Poor 2 (5.40%) Don't Know

How would you rate SouthEast in encouraging active membership?

14 (37.83%) Very Good 12 (32.43%) Good
8 (21.62%) Adequate 1 (2.70%) Poor 1 (2.70%) Don't Know 1 (2.70%) Non Answer

Did you attend the 2013 XMAS Party at Healesville Sanctuary?

15 (40.54%) Yes 21 (56.75%) No 1 (2.70%) No Answer

Did you attend the 2014 XMAS Party at Healesville sanctuary?

17 (45.94%) Yes 19 (51.35%) No and 1 (2.70%) No Answer

Did you attend the 2014 Annual General Meeting at the Dandenong Club?

28 (75.67%) Yes 9 (24.32%) No

Would you attend SouthEast social events in different geographical areas in August 2015?

16 (43.24%) Yes 4 (10.81%) No
15 (40.54%) Don't Know 1 (2.70%) No Answer and 1 (2.70%) Possibly

Would you be interested in attending an open board meeting in the future?

11 (29.72%) Yes 10 (27.02%) No
12 (32.43%) Don't Know 3 (8.18%) and 1 (2.70%) Maybe

How many years have you been a member of SouthEast?

15 years plus 29.729%

10 years plus 54.05%

5 years and under 16.21%

Gender

30 (81.08%) Female 3 (8.108%) Male and 4 (10.81%) Not Stated

Members at the AGM on the 17 November 2014 co-operated in a survey on the AGM – 41 (82%) of the 50 members in attendance responded to the survey.

Was the information circulated before the meeting? Very Helpful 19 (46.3%), Helpful 17 (41.5%) and Adequate 5 (12.2%)

Was the presentation at the meeting? Very Helpful 18 (43.9%), Helpful 19 (46.3%) and Adequate 4 (9.8%)

Was the discussion at the meeting? Very Helpful 13 (31.7%), Helpful 21 (51.3%), Adequate 6 (14.6%) and No Answer 1 (2.4%)

Was the venue for the meeting? Very Good 26 (63.4%), Good 14 (34.2%) and Adequate 1 (2.4%)

Was the location for the meeting? Very Good 24 (58.5%), Good 15 (36.6%), Adequate 1 (2.4%) and Other 1 (2.4%)

What is your overall rating of the meeting? Very Good 22 (53.7%), Good 14 (34.1%), Adequate 4 (9.8%) and No Answer 1 (2.4%)

At the Annual General Meeting on 17 November 2014 members co-operated in completing a survey on the AGM - 40 (80%) of the 50 members in attendance responded to the survey.

Have you read the Annual Report before the AGM? Most 20 (50%), some 19 (47.5%) and None 1 (12.5%)

What is your impression of the Annual Report? Very Positive 13 (32.5%), Positive 24 (60%), Average 2 (5%) and No Answer (2.5%)

How would you rate the content of the Annual Report? Very Positive 11 (27.5%), positive 24 (60%), Average 4 (10%) and No Answer 1 (2.5%)

How would you rate the design of the Annual Report? Very positive 18 (45%), Positive 18 (45%), Average 3 (7.5%) and No Answer 1 (2.5%)

Do you retain copies of the Annual Report? Yes 31 (77.5%), No 8 (20%) and No Answer 1 (2.5%)

Would you like a PDF copy of the Annual Report? Yes 6 (15%) and No 34 (85%)

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